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Digital Channels Private Edition Guide

Enable a tenant for Digital Channels

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Learn how to enable your tenant for Digital Channels.

Related documentation:

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Important

“Nexus” is the simplified name we use for the Digital Channels application and nodes, so you’ll see that name referenced throughout this document.

Complete the steps on this page to provision your tenant and set up Digital Channels to work with Web Services and Applications (GWS).

Prerequisites

Review the **Prerequisites** table and make sure you have all the listed information before you get started. The values in this table are referenced later by the name in the Variable column.

Prerequisites				
Parameter	Variable	Type	Example	Notes
GWS URL	\$gwsURL	HTTPS URL string	https://gws.mydomain.com	Host of the Web Services and Applications load balancer.
Auth URL	\$authURL	HTTPS URL string	https://auth.mydomain.com	Host of the Auth Services load balancer.
GWS admin username	\$gwsAdminName	string	ops	The GWS ops credentials. See Provision Genesys Web Services and Applications.
GWS admin password	\$gwsAdminPass	string	ops	The GWS ops credentials. See Provision Genesys Web Services and Applications.
Tenant User	\$tenantUser	string	nexus	The Person username from your tenant configuration. See Create a Person object.
Tenant User Password	\$tenantUserPassword	string	nexus_password	The Person password from your tenant configuration. See Create a Person object.
Contact Center ID	\$ccId	string	578ec98e-f07c-46ad-9675-f36c22f3ba9f	The contact center ID provisioned in Web Services and Applications. If you don't have this ID, see Get contact center ID from GWS below.
Tenant Name	\$tenantName	string	premise_tenant	The tenant name you used as in the Enable Nexus UX step.
Digital Channels FQDN URL	\$nexusURL	HTTPS URL string	https://nexus.mydomain.com	The fully qualified domain

Parameter	Variable	Type	Example	Notes
				name (FQDN) for Digital Channels.
UCS URL	\$ucsURL	HTTPS URL string	https://ucs.mydomain.com	A URL pointing on the Universal Contact Service (UCS) entry point.

Important

Use a REST client or curl utility to make the requests explained on this page. Make sure to substitute the variables - prefixed with '\$' - with their values.

Get contact center ID from GWS

If you don't have the contact center ID (as specified in the **Prerequisites** table above), you can get it with the following request:

```
curl --user $gwsAdminName:$gwsAdminPass --request GET '$authURL/environment/v3/contact-centers'
```

The expected response:

```
{
  "data": {
    "contactCenters": [
      {
        "id": "",
        "environmentId": "",
        "domains": [
        ],
        "auth": "configServer"
      }
    ]
  }
}
```

Add GWS to the list of available GWS services for Nexus

Complete the steps in this section to add GWS to the list of available GWS services for Nexus.

Create the authentication client

To create the authentication client, send a POST request to GWS that includes a body parameter called **data** in JSON format. Give **data** the following properties:

Property	Value
clientType	CONFIDENTIAL
internalClient	true
authorizedGrantTypes	refresh_token, password, client_credentials, authorization_code
redirectURIs	\$nexusURL

Property	Value
authorities	ROLE_INTERNAL_CLIENT
scope	*
description	nexus_client
name	nexus_client
client_id	nexus_client
client_secret	- randomly generated and saved for further use
accessTokenExpirationTimeout	43200
refreshTokenExpirationTimeout	2592000

Sample request

```
curl --user ops:ops --request POST '$gwsURL' \
--header 'Content-Type: application/json' \
--data '{"data": {
  "internalClient": true,
  "name": "nexus_client",
  "clientType": "CONFIDENTIAL",
  "client_id": "nexus_client",
  "client_secret": "",
  "authorities": ["ROLE_INTERNAL_CLIENT"],
  "scope": ["*"],
  "authorizedGrantTypes": ["client_credentials", "authorization_code", "refresh_token", "implicit", "password"],
  "redirectURIs": ["$nexusURL"],
  "accessTokenExpirationTimeout": 43200,
  "refreshTokenExpirationTimeout": 2592000
}}
```

In the above example, the `ops:ops` GWS superuser is different for your environment.

Expected response

The expected response is **200 OK**.

Verify client

To verify that authentication was successful, send a POST request to GWS:

```
curl --user nexus_client: \
--request POST '$authURL/auth/v3/oauth/token?grant_type=client_credentials>ope=*&client_id=nexus_client&client_secret='
```

This is the response:

```
{"access_token":"","token_type":"bearer","expires_in":43199,"scope":"*"}
```

Add GWS to the nex_gapis table for Nexus

Execute the following query in the PostgreSQL command line interface:

```
INSERT INTO nex_gapis (url, clientid, apikey, clientsecret, created) VALUES ('$gwsURL', 'nexus_client', 'NA', '', now());
```

Provision Digital Channels in GWS

To provision Digital Channels in GWS, send a POST request to GWS:

```
curl --user $gwsAdminName:$gwsAdminPass --request POST '$authURL/environment/v3/contact-centers/$ccId/settings' \
--header 'Content-Type: application/json' \
--data '{
  "data":
  {
    "name":"chat-service-uri",
    "location":"/",
    "value":"$nexusURL",
    "shared":false
  }
}
```

Get the authentication token

To get the authentication token, send a POST request to GWS:

```
curl --user nexus_client: --request POST '$authURL/auth/v3/oauth/token' \
--header 'Content-Type: application/x-www-form-urlencoded' \
--data-urlencode 'username=$ccId\\$tenantUser' \
--data-urlencode 'client_id=nexus_client' \
--data-urlencode 'grant_type=password' \
--data-urlencode 'password=$tenantUserPassword'
```

The expected response:

```
{ "access_token": "", "token_type": "bearer", "refresh_token": "", "expires_in": 43199, "scope": "" }
```

As an output of this step, you will have the GWS access token:

Parameter	Variable	Type	Example	Notes
Nexus API Key	\$outGWSAccessToken	UUID string	9b7682b7-cbce-422f-900b-ecda85e61695	The access_token from the response example.

Provision the Universal Contact Service connection

You must complete this step if you are using Universal Contact Service in your environment.

Make the following POST request to create the PlatformUCS service:

```
curl -X POST \
  $nexusURL/nexus/v3/provisioning/services/$ccid/PlatformUCS \
  -H 'Content-Type: application/json' \
  -H 'x-api-key: $apiKey' \
  -H 'x-ccid: $ccid' \
  -d '{
    "url" : "$ucsURL",
    "secret": {},
    "data" : {}
  }'
```

Provision the tenant in Digital Channels

To provision the tenant in Digital Channels, make the following POST request:

```
curl --request POST '$nexusURL/nexus/v3/provisioning/tenants' \
--header 'Authorization: Bearer $outGWSAccessToken' \
--header 'Content-Type: application/json' \
--data '{
  "id": "$ccId",
  "name": "$tenantName",
  "type": "PureEngage",
  "backendurl": "$gwsURL",
  "username": "$tenantUser",
  "token": "$tenantUserPassword",
  "genesysenantid": 1
}'
```

The expected response:

```
{
  "status": {
    "code": 0
  },
  "data": {
    "xapikey": "$nexusApiKey"
  },
  "operationId": "ec90f3d2-f4b5-47fd-9004-2c309398ab38"
}
```

As an output of this step, you will have the specific tenant API key:

Parameter	Variable	Type	Example	Notes
Nexus API Key	\$nexusApiKey	UUID string	9b7682b7-cbce-422f-9b0b-ecda85e61695	The xapikey from the response example. For creating chat.

Enable routing using Designer Applications

Use Agent Setup to add the following values to the "DesignerEnv" transaction in the Environment tenant. If the transaction doesn't exist, create it with a type of List and "DesignerEnv" as Name and Alias.

Property	Value
baseurl	/nexus/v1
password	
url	/nexus/v3